



## Job Description

**Job Title:** Team Leader

**Reports to:** Service Manager

**Based at:** Homelessness and Modern Day Slavery Services

**Job Purpose:**

To be responsible for supporting the Service Manager to deliver a high quality service that is designed around people and their aspirations, wishes and needs. To support the Service Manager to ensure services meet contractual and regulatory requirements, encompassing the charity's values and ethos.

Objectives	Typical Tasks to include:
Implement and maintain the required level and quality of support in line with external care standards and internal guidelines  Ensure relevant electronic systems are always accurate and up to date	<ul style="list-style-type: none"> <li>- Assist in development of individual support plans</li> <li>- Assist in the regular monitoring/auditing of standards of practice in order to maintain and develop service provision and document accordingly</li> <li>- Conduct Health and Safety Risk Assessments as required</li> </ul>
Develop and maintain internal and external channels of communication for provision of information and service between relevant partners	<ul style="list-style-type: none"> <li>- Liaison with relevant agencies and professionals who can provide information, advice and counselling to assist people who use the service</li> <li>- Ensure all complaints and incidents are recorded, reported and acted upon in accordance with relevant policy and procedure</li> </ul>
Manage computer systems and contract related I.T data bases	<ul style="list-style-type: none"> <li>- Ensure relevant data is input and that it meets contractual deadlines</li> <li>- Ensure all required information is recorded in line with contractual requirements and with a high level of accuracy</li> </ul>
Ensure that appropriate forums are in place for consultation and participation	<ul style="list-style-type: none"> <li>- Ensure people who use the service are involved in consultation where necessary</li> <li>- Liaise with appropriate parties, e.g. people who use the service, relatives, advocates</li> </ul>

Support the Service Manager to manage and develop high performing teams to ensure standards of support are maintained in line with internal policies and procedures	<ul style="list-style-type: none"> <li>- Identify and report training and development needs</li> <li>- Assist the Service Manager to conduct appraisals and supervisions, setting objectives to improve performance and motivation</li> <li>- Assist the Service Manager to performance manage in line with appropriate policy and procedure</li> <li>- Promote a consultative and participative work environment</li> </ul>
Ensure that people using the service receive access to services which reflect the provision within the contract and the Slavery and Trafficking Survivor Care Standards	<ul style="list-style-type: none"> <li>- Ensure you are familiar with the 'Slavery and Trafficking Survivor Care Standards'</li> <li>- Liaise and negotiate with or on behalf of people who use the service, with appropriate agencies</li> </ul>
Participation in budget planning and on-going monitoring and management of agreed budget	<ul style="list-style-type: none"> <li>- Assist in regularly reviewing expenditure</li> <li>- Report any variances</li> </ul>
Prepare and maintain up to date records for compliance purposes	<ul style="list-style-type: none"> <li>- Recording of relevant personnel data e.g. timesheets, annual leave</li> <li>- Ensuring up-to-date records of all care/support needs for people who use the service are maintained</li> <li>- Preparation of Health and Safety documentation</li> </ul>
Be aware of your responsibilities under the charity's Health and Safety policy, taking all possible steps to ensure a safe working environment	<ul style="list-style-type: none"> <li>- Maintain a safe working environment</li> <li>- Report all incidents or potential hazards</li> </ul>
Implement and adhere to internal and external policies and standards e.g. Department of Health, Home Office, Health and Safety Executive, General Social Care Council's Code of Conduct	<ul style="list-style-type: none"> <li>- Ensure relevant standards are followed at all times and maintained</li> <li>- Maintain good working knowledge of relevant standards in order to implement safely and appropriately</li> </ul>
Continuous self-development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> <li>- Keep up to date with skills and knowledge</li> <li>- Attend mandatory and other training and development activity where appropriate</li> </ul>
Actively support the vision, philosophies and values of the charity	<ul style="list-style-type: none"> <li>- Promote the core values of the charity i.e. respect, compassion, hospitality, justice and trust</li> </ul>

---

**Dimensions:** Level of Disclosure – Enhanced

**Person Specification**

**Essential**

- An ability to demonstrate the core values of the charity
- Ability to maintain high levels of confidentiality
- Good levels of I.T. Literacy, competent with data bases/Microsoft Office applications
- Proven experience in a similar environment
- A Commitment to and evidence of continuous professional development
- Good working knowledge of health and safety legislation
- Knowledge of relevant support and benefit systems
- Experience of developing Individual Support Plans
- Ability to lead and support staff
- Good organisation and planning skills
- Excellent interpersonal skills
- Proactive approach to individual's needs
- Good understanding of equal opportunities
- Ability to assist to implement, develop and monitor systems and service provision
- Ability to work in a pressurised environment
- Knowledge of key worker system
- Ability to work flexibly including undertaking on call

**Desirable**

- Knowledge of the Slavery and Trafficking Care Standards
- Must be able to speak one or more Eastern European Language particularly Polish, Romanian or Albanian